(b) the reasons for non-cooperative attitude of the Senior authorities for rendering assistance whenever complaints are registered?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI KABINDRA PURKAYASTHA): (a) The functioning of telephone systems is continuously improving with the aid of induction of the state of the art digital switching and transmission system, alongwith use of satellite communications and introduction of latest services in the network. The existing network is also being upgraded.

(b) The complaints are normally registered on 198 service. Prompt attention is given on each complaint. However, the senior officers have been instructed to listen to the complaints of the subscribers can carefully and take necessary action. The number is tested by technical staff and fault is attended at the earliest. Remedial action is taken in case any complaint is received for unhelpful attitude towards customers. To improve the services further, fault repair service i.e. 198 service is being computerised along-
with computerisation of other services like commercial, billing, cable records etc.

Telephone Adalats held in the Capital

2947. DR. MOHAN BABU: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of Telephone Adalats held in the Capital during the last two years, month-wise;

(b) the number of cases settled in each adalats; and

(c) whether Government propose to hold more adalats on regular basis, if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI KABINDRA PURKAYASTHA): (a) and (b) The Telephone Adalats are held on quarterly basis. The details of Telephone Adalats held in the Capital and cases settled therein, during last 2 years are given in the Statement (*See* below)

(c) Telephone Adalats are being held regularly on quarterly basis as per the Departmental instructions.

Statement

Details of Telephone Adalats held by MTNL, Delhi during the last two years (1996 and 97)

Year	Date of Telephone Adalats held	No of cases settled
1996	13.4.96	920
	29.6.96	746
	28.9.96	801
	28.12.96	690
1997	12.4.97	644
	28.6.97	571
	27.9.97	490
	27.12.97	286

दिल्ली में पी०सी०ओ० / आई०एस०डी० / एस०टी०डी० बूथ

2948. **श्री रामगोपाल यादव:**
श्री ईश दत्त यादव:

क्या संचार मंत्री मंत्री यह बताने की कृपा करेंगे कि:

(क) दिल्ली में पी०सी०ओ० / आई०एस०डी० / एस०टी०डी० बूथों की कुल संख्या कितनी है और उनमें से कितने बूथ विशेष रूप से पी०सी०ओ० बूथ इस समय कार्यरत है;

(ख) क्या सरकार को यह जानकारी है कि ये पी०सी०ओ० ऑपरेटर उपभोक्ताओं को करोड़ों का चूना लगा रहे हैं; और

(ग) यदि हां, तो इसे रोकने और उपभोक्ताओं को सुविधा / संरक्षण प्रदान करने के लिए सरकार द्वारा क्या कार्यवाही की गई है / किए जाने का विचार है?